

Administrative Management

Administrative management involves identifying, acquiring, allocating, and tracking all of the resources including human resources, equipment, services, and facilities – needed to carry out a program or an incident requiring emergency response.

The following pages provide basic information about the services that Marketing and Regulatory Programs Business Services (MRPBS) have available to support programs. The administrative management information is in six main sections, which follows the organization of MRPBS. Listed are below are these sections, with subcategories of information contained in this appendix.

- **Human Resources (sub tab 5B-1)**
 - o New organizations or organization components
 - o Position descriptions
 - o Employee performance and conduct
 - o Tours of duty, official time, leave
 - o Bargaining Unit employees
 - o Pay issues
 - o Employee records
 - o Processing personnel actions
 - o Employment status changes
- **Employee Services (sub tab 5B-2)**
 - o Personal Protection equipment
 - o Employee health and well-being
 - o Workers Compensation
 - o Facilities and space
 - o Training, non-technical
 - o Conflict prevention and resolution
 - o Hazardous materials
 - o Environmental permits
- **Administrative Services (sub tab 5B-3)**
 - o Fleet card policies and acquisition
 - o IT software and hardware acquisition
 - o Repairs/construction in leased/APHIS-owned buildings
 - o Special purchasing requirements
 - o Printing & distribution service, including copier rental or purchases
- **Information Technology (sub tab 5B-4)**
 - o IT acquisition & waivers
 - o Telecommunication equipment and services
 - o Connecting to APHIS network
 - o New applications on the APHIS network
 - o IT procedures in an emergency
- **Financial Management (sub tab 5B-5)**
 - o Accounting
 - o Agreements
 - o Travel
 - o Payments and Reimbursements
 - o Bill and Deposits
- **Investigative and Enforcement Services (sub tab 5B-6)**
 - o Tracing movements of animals, plants or agricultural products
 - o Quarantine enforcement
 - o Violation of Federal & State laws and regulations
 - o Guidance on regulatory inspections and other actions
 - o Select agents under the Agriculture Bioterrorism Act of 2002
 - o Coordination with law enforcement agencies

In preparing the plans and proposals for new programs or emergency response incidents, managers will need to include appropriate information about all these aspects of administrative management. The level of detail about each administrative aspect will depend on if the program will be doing something outside of the normal administrative support provided by MRPBS. For emergency incidents, the administrative management systems of the Incident Command System will be in place. Therefore the plans and proposals for emergency responses need only provide details about administrative support issues different from the incident command system. Emergency incident managers will need to work closely with the MRPBS Deputy Administrator to ensure that appropriate information about the administrative support to the incident is in the planning and proposal documentation.

Human Resources

As a management support organization, the Human Resources Division (HRD) has a responsibility for ensuring that mission area programs are able to acquire and utilize the personnel needed to carry out the work of the organization. In that regard, the HRD will be directly involved in attracting and retaining an Agency workforce possessing the scientific, technical, and other expertise needed to carry out the Strategic Mission Priorities identified in the Strategic plans for the MRP mission area agencies.

At any time, these issues are extremely important; however, they become even more critical in an emergency situation when the Agency is confronted with a variety of issues related to establishment of emergency positions, hiring temporary employees, ensuring that compensation and leave policies support the work to be done, and that supervisors have support to effectively manage employees in unusual situations.

The following information addresses some of the main human resources policies that managers need to address in setting up or managing a program or managing an emergency incident.

Policy Issue	HRD Contact
1. Establishing a new organizations or organizational components	Human Resources Enhancement Branch, 301-734-6466
2. New or revised position descriptions	Human Resources Operations: Field: 612-336-3281 Headquarters: 301-734-8428
3. Filling positions	Human Resources Operations: Field: 612-336-3282 Headquarters: 301-734-8428
4. Employee conduct or performance issues	APHIS Employee Relations Branch 301-734-4414
5. Tours of duty, official time, or leave	Human Resources Enhancement Branch, 301-734-6466
6. Bargaining unit employees and labor relations implications	Labor Relations Branch 202-720-9817
7. Employees' pay	Human Resources Operations: 612-336-3281
8. Employee records, processing actions to hire employees, changing employment status	Human Resources Operations: 612-336-3281

1. Establishing a new organization or organizational components

Departmental Regulation 1010-001 requires that the Assistant Secretary for Administration approve major organizational changes. Such changes include:

- Establishment, abolishment, or transfer of a headquarters unit, down to an including the division level; or a headquarters unit that reports directly to an administrator
- Abolishment of a field unit or transfer of a field unit to another congressional district

The Human Resources Enhancement Branch assists in development of the required submission to the Department for approval, and coordinates submission for approval.

Contact: Human Resources Enhancement Branch,
301-734-6466

2. New or revised position descriptions

The Classification Section in Human Resources Operations has established a library of standard jobs used in prior emergencies for review by program managers in initial assessment in specific emergency situations to facilitate rapid identification of types of positions needed. That information can be accessed on-line at <http://www.aphis.usda.gov/mrpbs/classification/aphis.html>. Positions typically filled, for which standard jobs have been established include:

- a. Veterinary Medical Officer
- b. Animal Health Technician
- c. PPQ Officer
- d. PPQ Technician
- e. Administrative positions

In addition, the Classification Section can assist managers in the development of position descriptions, and establishment of additional positions as needed to support unique situations. They will also advise Emergency Program managers on position management/organization design issues in support of efficient and effective emergency program operations.

Contact: Human Resources Operations,
Field – 612-336-3281
Headquarters – 301-734-8428

3. Filling positions

The Staffing Sections in Human Resources Operations will work with the programs to assist in filling positions needed related to a variety of situations. In emergency situations, managers may wish to consider some or all of the following;

- Use of private sector temporary help agencies.
- Special hiring authorities available for Excepted Service:
 - a. Schedule A-limited to technical or helper positions at or below the GS-7 or WG-10
 - b. 30-day emergency appointments-may be used for any type of job

Competitive Service:

- a. Reinstatement of former employees i.e. annuitants
 - b. Temporary or Term Appointments
- Requesting approval for additional hiring authorities. (It is recommended that the need for such authorities be identified as early as possible to allow time required for external approvals.)
 - Establishing or maintaining rating plans (or automated question libraries) for positions to be filled in emergency situations through competitive staffing procedures.

- Advertising vacancies that will be filled through competitive procedures, rating and ranking applications, and referring candidates to the program official authorized to make selections.
- Ensuring availability of emergency-specific new employee orientation materials and ensuring that program support personnel are aware of such materials to orient new employees.
- Documenting selections and ensuring that required supporting documentation is completed so that scheduled reporting (enter on duty) dates can be met.

Contact: Human Resources Operations

Field: 612-336-3282

Headquarters: 301-734-8428

4. Employee conduct or performance issues

The Employee Relations Branch works with supervisors and managers to help them resolve problems involving conduct and performance issues, providing advice and guidance as necessary. Where appropriate, they will draft disciplinary letters for signature by the appropriate supervisor or manager, including letters of reprimand, suspensions, removals and involuntary demotions. They will also draft other letters, such as leave restriction letters and performance improvement letters. In addition, Employee Relations will work with managers to provide training for new supervisors/employees in such areas as ethics, conflicts of interest, standards of conduct, etc.

Contact: Employee Relations Branch, 301-734-4414

5. Tours of duty, official time, or leave

Policy guidance related to pay, leave, and tour of duty issues is available on-line at http://www.aphis.usda.gov/mrpbs/pay_leave_tod.html, and in the Human Resources Desk Guide. In addition, the Human Resources Enhancement

Branch can advise on applicability of pay cap waivers, the appropriateness of their use, and can coordinate with the Department to obtain any necessary approvals. In addition, they will provide policy interpretation on applicability of pay, leave, and tours of duty to individual situations and develop SOPs on flexibilities available for use.

Contact: Human Resources Enhancement Branch,
301-734-6466

6. Bargaining unit employees and labor relations implications

The Labor Relations Branch provides guidance to program managers in areas related to conditions of employment for employees represented by collective bargaining agreements, in accordance with Federal Labor Relations statutes.

Contact: Labor Relations Branch, 202-720-9817

7. Employees' pay

Human Resources Operations will provide training/ensure availability of SOPs for program support personnel on preparation and processing of time and attendance (T&A) reports. They also will troubleshoot pay problems and monitor T&A processing to ensure prompt and accurate payments for employees on the Federal rolls.

Contact: Human Resources Operations, 612-336-3281

8. Employee records, processing actions to hire employees, or changing employment status

Human Resources Operations processes personnel actions related to emergency program assignments. In addition, they establish and maintain official personnel files and related records for emergency personnel hired as Federal employees.

Contact: Human Resources Operations, 612-336-3281

Employee Services

The Employee Services Division (ESD) is dedicated to providing the highest possible level of service to APHIS employees in facilities management, safety, health, and employee wellness, national security, training and employee development, and conflict resolution and prevention.

At any time, these issues are extremely important, however, they become even more critical in an emergency situation where special space, equipment, or training may be needed in order to properly handle the emergency.

The following information addresses some of the main employee services policies that managers need to address in setting up or managing a program or managing an emergency incident.

Policy Issue	Contact
1. Personal protective equipment	Safety, Health and Employee Wellness Branch (301) 734-6116
2. Employee health and well-being	Employee Assistance Program 1-800-222-0364
3. Workers Compensation	Workers Compensation Program Manager (301) 734-6116 (301) 734-7828 (fax)
4. Facilities and space	National Security Team (301) 734-6503 WR: (970) 494-7169 ER: (301) 734-5662 Safety, Health, and Employee Wellness Branch (301) 734-5577
5. Training	Training and Development Branch (301) 734-3153
6. Disputes between individuals or teams that are negatively affecting the mission	Conflict Prevention and Resolution Branch (301) 734-4950
7. Hazardous materials	Safety, Health and Employee Wellness Branch (301) 734-5577
8. Environmental permits	Safety, Health and Employee Wellness Branch (301) 734-5577

1. Personal protective equipment

Depending upon the specific nature of the program or emergency situation, personal protective equipment may or may not be required. The basic requirements are:

- Personal Protective Equipment (PPE) is used as a barrier between the individual and a hazard that could result in an injury or occupational illness. PPE will be required only after other methods of eliminating the hazard, such as engineering controls, administrative procedures, and training, have been found unfeasible.
- Emergency program managers/supervisors must perform and document job hazard assessments. The hazard assessment should be performed in concert with safety and health specialists. PPE shall be acquired, maintained, and used correctly by APHIS for all jobs/procedures when the hazard assessment indicates that PPE is required.

Contact: Safety, Health and Employee Wellness Branch, 301-734-6116

2. Employee health and well-being

The APHIS Wellness Program is designed to enhance the health and well-being of APHIS' employees. The objective of the Wellness Program is to encourage employees to generate a healthy attitude and lifestyle and to develop habits that will improve their health and morale, and prevent illness. This will result in increased productivity and reduced absenteeism, workers' compensation expenses, turnover rate, deaths, and premature retirements.

The Employee Assistance Program (EAP) is a professional counseling and referral service to help APHIS employees with personal and professional problems. It is free, confidential and voluntary. EAP can assist employees with emotional, family, marital, alcohol or drug use/abuse, relationship problems, and other issues.

Contact: Employee Assistance Program, 1-800-222-0364

3. Workers Compensation

The Federal Employees Compensation Act provides monetary compensation, medical care and assistance, vocational rehabilitation and retention rights to Federal employees who sustain injuries as a result of their employment with the Federal government.

The Command Center of every emergency program will:

- Ensure there are ample CA-1 and CA-2 forms available for employees.
- Post the CA-10, "What Do I Do If I Am Injured" poster
- Review the CA-1 or the CA-2 after employees and supervisors have completed their respective portion to
 - o Ensure both employee and supervisor have signed the CA-1 and the CA-2
 - o Ensure all medical documentation, witness statements, and statements that disagree with the employee's claim are with the forms.

In the event of an accident or injury on an emergency project, there are several steps that must be taken immediately. The employee and their supervisor will fill out the CA-1 or 2 form, sign the forms, and include all medical documentation and witness statements. The forms must immediately be sent to:

WC Program Manager
4700 River Road, Unit 124
Riverdale, MD 20737
(301) 734-6116
(301) 734-7828 (fax)

These following types of accidents shall be reported immediately, within at least 8 hours of the occurrence of the accident. All other accidents involving employee injury or hospitalization or significant property damage may be reported by telephone by the Incident Commander as deemed appropriate.

- Job-related fatality of APHIS employee or private citizen
- Hospitalization of three or more APHIS employees or private citizens
- Job-related accident involving significant property damages exceeding \$100,000
- All aircraft accidents of APHIS-owned or leased aircraft or other aircraft if APHIS is involved.
- Accidents where there is suspicion of substance abuse, or significant negligence on the part of an employee.

The accident unit should make a report through channels to their regional director. The director will contact Safety, Health, and Employee Wellness Branch.

Contact: Workers Compensation Program Manager,
301-734-6116 or fax 301-734-7828

4. Security at APHIS Facilities

ESD's National Security Team (NST) provides emergency response to threats involving APHIS facilities and employees, and coordinates with local and federal law enforcement for employee protection. The Team manages APHIS' security guard contracts, conducts security assessments for threat mitigation and loss prevention, and makes recommendations for fencing, locks, lighting, and security alarm and access control systems.

In the event that an emergency is declared requiring the leasing of space to support response personnel, no matter the length of time of the emergency, NST must conduct a vulnerability assessment of the space prior to employees occupying the facility. The focus of the assessment will be to determine the vulnerability to theft, acts of terrorism and other forms of violence. A member of NST will be dispatched immediately upon notification that space has been acquired to support a program emergency.

ESD's Environmental Unit provides a myriad of services to support Agency mission areas. In the event that an emergency is declared requiring the leasing of space to support response personnel, no matter the length of time, the Safety, Health, and Employee Wellness Branch (SHEWB) must conduct an abbreviated Environmental Baseline Survey of the space prior to employees occupying the facility. The focus of the baseline survey will be to document existing environmental issues to minimize the risk to APHIS from being held liable for contamination caused by past occupants. The survey report will document existing environmental information related to the storage, release, treatment, or disposal of hazardous substances or petroleum products on the property.

Contact: National Security Team, 301-734-6503

WR – 970-494-7169

ER – 301-734-5662

Safety, Health, and Employee Wellness Branch, 301-734-5577

5. Training

The Training and Development Branch provides all non-technical Agency-wide professional training and development policy, services, and systems to all employees including supervisory, managerial, and executive level development, throughout the United States and overseas.

Contact: Training and Development Branch, 301-734-3153

6. Disputes between individuals or teams that have a negative affect on the mission

The Conflict Prevention and Resolution (CPR) branch provides a variety of services to enhance communications between individuals, working units, teams, and programs. Services include mediation, facilitated discussion, conflict management training, and many others. Conflict Prevention and Resolution is an alternative dispute resolution program. It utilizes a number of conflict techniques which employ the use of a neutral third party to assist employees, managers, and USDA customers in resolving disputes.

Contact: Conflict Prevention and Resolution, 301-734-4950

7. Hazardous materials

The Safety, Health, and Employee Wellness Branch (SHEWB) can assist you in the development of plans to address all spills and accidental releases for the purpose of:

- Protecting employees, others in the surrounding area, and the environment.
- Notifying the appropriate authorities in a timely fashion.
- Obtaining specialized spill/release mitigation assistance from an authorized clean-up contractor.
- Disposal of spill residue and debris which may be classified as “hazardous, medical, mixed, or special waste,” depending on constituents of waste.

Contact: Safety, Health and Employee Wellness Branch, 301-734-5577

8. Environmental Permits

SHEWB can assist you in determining if an environmental permit will be required to carry out certain tasks.

Often emergency permits can be obtained from State environmental authorities. Emergency permit applications can significantly streamline the permitting process.

Contact: Safety, Health and Employee Wellness Branch, 301-734-5577

Administrative Services

Administrative Services Division (ASD) is responsible for acquisitions. ASD conducts acquisitions that provide timely delivery of the best value product or service to the customer while maintaining the public's trust and fulfilling public policy objectives. ASD establishes internal acquisition policies and procedures and participates with program offices/customers in planning to meet strategic needs and objectives. ASD conducts acquisitions in concert with customers using a variety of contracting techniques and types. ASD issues and awards large and small dollar acquisitions contracts based on the needs of the customer.

Applicable Department Regulations

DR5013-006 — Use of the Purchase Card and Convenience Check

DR5090-4 — Rule of One Policy Under Simplified Acquisition Procedures

DR5090-2 — Annual Preference Program Goals

DR5001-01 — Warrant Certification Program

The Director of the Administrative Services Division is delegated, per Agricultural Acquisition Regulation, to act on behalf of the APHIS Administrator and to perform assigned acquisition management functions. This individual is responsible for the acquisition contracting functions for APHIS, AMS and GIPSA.

Important Note: Authorized personnel who have a SF1402 Warrant are the only people who can purchase supplies/ services over \$2,500 or award formal contracts on behalf of the Government. The only EXCEPTION to this policy is an UNUSUAL and COMPELLING URGENCY. This exception is used when the customer's need for goods or services is so urgent that the Government would be seriously injured unless it is permitted to limit sources. The justification for an exemption to this policy must clearly demonstrate how delay of the award would result in serious injury, financial or other, to the Government. A customer may not use the rationale if the urgency was caused by a lack of preparedness planning.

The following information addresses some of the main administrative services policy issues that managers need to address in setting up or managing a program or managing an emergency incident.

Policy Issue	Contact
1. Acquisition policies and use of purchase or fleet cards	Systems, Program and Policy Branch(301) 734-3703 (301) 734-3271 Fax
2. Purchasing IT hardware/software or services	Specialized Contracting Branch(301) 734-4705(301) 734-7323
3. Repairs or construction in leased or APHIS-owned buildings	Engineering Services Branch (301) 734-8263(301) 734-4846
4. Special purchasing requirements	Procurement Branch(612) 336-3224(612) 370-2136
5. Printing and distribution services	Printing, Distribution and Mail Branch(301) 734-5524(301) 734-8455

1. Acquisition policies and use of purchase or fleet cards

Managers or supervisors can request authority and guidelines from Systems, Programs and Policy Branch (SPPB) for non-warranted personnel to use a Purchase Card to purchase supplies or services up to \$2,500 (\$2,000 for construction).

If you need assistance in the following areas, please contact SPPB:

- MRP Form 35-R (Application for the Government Purchase Card)
- Fleet /Gas Card Application
- Warrant Certification

The Systems, Programs and Policy Branch (SPPB) perform the following functions with the collective goal of fostering acquisition management excellence:

- Department Policy Initiatives and Program Support- Purchase Card Program, budget review process, and Internal Review Boards
- HCAD and management support;
- Acquisition Workforce Development- Programs for Career Management, Warrant Certification, Training and Development, Contracting Officer Representative (COR);
- Performance Assessment/Improvement—Regulatory Compliance;
- Fostering innovation and streamlining- Implementation of Government-wide acquisition reform initiatives,
- Participation in Department's Procurement Council and interagency working groups and committees.

Contact

USDA/MRP/ASD/Systems, Program and Policy Branch
4700 River Road
Unit 45
Riverdale, MD 20737
Phone: (301) 734-3703
Fax: (301) 734-3271

2. Purchasing IT hardware/software or services

ASD Specialized Contracting provides full operational procurement services for acquiring information technology and telecommunications hardware and software. Also, this organization provides procurement related services for declared emergencies and/or disasters.

Planning Checklist

Dollar Threshold	Procurement Requirements
\$0 - \$2,500	Submit PRISM Request (AD-700) to RVDL Purchasing No Competition Required
Over \$2,500	Submit PRISM Request (AD-700) to RVDL Purchasing Competition Required

Contact

USDA/MRP/ASD/Specialized Contracting Branch
4700 River Road
Unit 45
Riverdale, MD 20737
Phone: (301) 734-4705
Fax: (301) 734-7323

3. Repairs or construction in leased or APHIS-owned buildings

The Engineering Services Branch provides architectural/engineering and construction contracting services in the areas of planning, design, construction, utilities, alterations, repairs and installation of fixed equipment in APHIS-owned/leased building and facilities. Construction projects range from minor renovations to constructing new multi-million dollar facilities.

Contact

USDA/MRP/ASD/Engineering Services Branch
 4700 River Road
 Unit 115
 Riverdale, MD 20737
 Phone: (301) 734-8263
 Fax: (301) 734-4846

4. Special purchasing requirements

The Procurement Branch provides full operational procurement services for acquiring goods and services.

Planning Checklist

Dollar Threshold	Procurement Requirements
\$0 - \$2,500	Submit PRISM Request (AD-700) to RVDL Purchasing No Competition Required
Over \$2,500	Submit PRISM Request (AD-700) to RVDL Purchasing Competition Required

Contact

USDA/MRP/ASD/Procurement Branch
 100 North 6th Street
 Butler Square 5th Floor Unit 45
 Minneapolis, MN 55403
 Phone: (612) 336-3224
 Fax: (612) 370-2136

5. Printing and distribution services

Printing, Distribution, and Mail Branch provides procurement services for printing and advises on purchase of copiers.

Contact

USDA/MRP/ASD/Printing, Distribution and Mail Branch
 4700 River Road
 Unit 1
 Riverdale, MD 20737
 Phone: (301) 734-5524
 Fax: (301) 734-8455

Information Technology

The APHIS MRPBS Information Technology Division (ITD) is dedicated to providing the highest possible level of service to APHIS employees in application development, investments, desktop infrastructure, telecommunications, and systems management.

These issues are extremely important; however, they become even more critical in an emergency situation when there is a need to connect to the network, communicate with people at different locations, or to use agency applications through the LAN/WAN.

The following information addresses some of the main information technology policy issues that managers need to address in setting up or managing a program or managing an emergency incident.

Policy Issue	Contact
1. IT Acquisition & Waiver	Forecasting & Planning Services Unit 102 Riverdale, MD (301) 734-8102 (301) 734-3376
2. Telecommunications equipment or services	Technology Resource Management Unit 104 Riverdale, MD (301) 734-3252
3. Connecting to the APHIS network	Customer Service Unit 102 Riverdale, MD (301) 734-5152 (301) 734-3376
4. Developing or implementing a new application on the APHIS network	Application and Information Management Unit 103 Riverdale, MD (970) 494-7096
5. IT Procedures in emergency situations	Emergency Response Coordinator Unit 102 Riverdale, MD (301) 734-4861

1. IT Acquisition & Waiver

Directive 3220.1 gives general policy related to obtaining a waiver for requirements for various purchases.

- Any IT expenditures above \$25,000 are required to have a waiver
- Any software or hardware for major systems within functional areas of the Department's Corporate Administrative and Financial Systems Portfolio need a waiver
- Telecommunications purchases at new or relocated site that are NOT listed under the FIR (Forecast Inventory Reporting) system, regardless of cost, need a waiver
- Any eGov enabling technologies that duplicate eGov Presidential Initiatives or USDA Smart Choices require a waiver

Contact: Forecasting & Planning Services,
301-734-8102,
301-734-3376

2. Telecommunications equipment or services

Network Systems Policy: Admin. Notice 04-1

- ALL server installations to APHIS networks MUST BE coordinated through ITD
- The directive also lists the procedures you need to use to request the server installation

The Technology Resources Management (TRM) Team manages the APHIS Information Technology Infrastructure (AITI) with an emphasis on the systems and telecommunications components of the AITI. TRM is responsible for:

- Systems management for all APHIS Enterprise servers such as Lotus Notes, Firewall, Oracle, Netbackup, and Web.

- Providing technical guidance and direction for the configuration management, implementation, and operation of APHIS Departmental server (NT File, Print and Application).
- Managing all aspects of the Telecommunications services and infrastructure for the Agency worldwide.
- Providing reliable, cost effective, and secure voice/video/data/radio/wireless communications to all Agency employees.

Contact: Technology Resource Management, 301-734-3252

3. Connecting to the APHIS Network

The Customer Service Branch is responsible for customer service support activities that include: coordination of headquarters, Minneapolis, and regional CS activities, management of the desktop infrastructure, and operation of the APHIS Technical Assistance Center (ATAC) for information technology problems.

Contact: Customer Service, 301-734-5152

4. Developing or implementing a new application on the APHIS network

The Application and Information Management (AIM) Team provides planning, development, and implementation support for administrative and application systems.

AIM defines, develops, implements, administers, and maintains the APHIS applications and web architectures; provides planning and integration support for Department eGovernment initiatives; and provides forms, issuances, and records management services.

Contact: Application and Information Management,
970-494-7096

5. IT Procedures in emergency situations

The Emergency Response Coordinator's primary function is to serve as the coordinator of information technology services for the APHIS emergency operations.

For emergencies there is official APHIS Procedural Guidance, which includes the IT roles of various personnel in the incident command structure – Incident Commander, IT First Responder, Program Customer Support, Program IT Regional Coordinators, and APHIS Technical Assistance Center (ATAC).

The guide also defines the tasks of IT personnel during various phases of the response:

During the mobilization phase:

- Identifying IT personnel and their roles
- Developing a Statement of Work for voice and data networking requirements
- Conducting a Cost-Benefit Analysis (using 3 vendor recommendations)
- Monitoring Contracts
- Establishing a Command Center and
- Developing an on-site IT Customer Support System

During the Operational phase:

- Asset Management Control processes to be implemented;
- Records Management Control processes to be implemented;
- Transition Responsibilities from the IT First Responder to the IT Regional Coordinator;
- All Operational Tasks to be executed including:
 - o Organizational charts and contact information
 - o Records management systems;
 - o Project plans to manage contractor deliverables;
 - o Identification of on-site training needs;
 - o Complete procurement orders

During the Demobilization phase:

- The disposition of equipment;
- Documenting Lessons Learned; and
- Close out of Support Personnel Contracts;

Contact: Emergency Response Coordinator, 301-734-4861

Additional Contact Information

If you need to have other questions regarding IT policy or procedures during an emergency, additional contacts include:

Emergency Response Coordinator:
Dan Dove: 301-734-4861

Eastern Regional Customer Service Manager:
Raleigh, NC 919-855-7130

Western Regional Customer Service Manager: Ft. Collins,
CO 970-497-7111

APHIS Technical Assistance Center (ATAC): 919-855-7131

Financial Management

The Financial Management Division provides a variety of services in the areas of: financial management, systems, and reporting; budget execution; travel and agreement services; user fee development; trust fund management; processing miscellaneous payments; processing billings and collections and managing the agency's debts; and providing program oversight and management improvements through reviews.

The following information addresses some of the main financial management issues that managers need to address in setting up or managing a program or managing an emergency incident.

Issue	Contact
Accounting	
1. Tracking expenses (accounting codes)	E-mail: FFIS Codes Phone: 612-336-3246
2. Access to the Foundation Financial Information System (FFIS) and the Financial Data Warehouse (FDW)	E-mail: MRPBS FMD Security
3. Purchasing the BRIO financial reporting tool	Specialized Contracting Branch 301-734-4703
4. Accounting Adjustment	E-mail: MRPBS FMD – BEST Phone: 301-734-8351
5. Training employees on how to track spending Agreements	E-mail: Vikki Souku Phone: 612-336-3247
Agreements	
6. Agreements and other types of instruments that define program collaboration with entities outside APHIS (MOU, Grant, etc.)	Agreements Services Center Manager (301) 734-8792 (301) 734-8064 faxYour call will be directed to the proper Regional Program Manager or Agreement Specialist

Travel	
7. Travel Policy and Procedures Payments and Reimbursements	Travel Services Center Manager(301) 734-8888(301) 734-5972 fax
Payment and Reimbursements	
8. SF 1164 Claim for Reimbursement for Expenditures on Official Business	Payments team at 612-336-3237
9. Training classes	Payments team at 612-336-3237
10. Federal Express bills	Contact Fed Ex at 1-800-645-9424
11. One-time payments of non-sensitive items under \$2,500 (when vendor does not take the PCMS card)	Payments team at 612-336-3237
12. Emergency wire transfer payment (when PCMS card does not work in the situation)	Accounting Team at 612-336-3247 or 612-336-3237
13. Telephone and utility bills	ITD Telecommunications team at 612-336-3387 or 612-336-3385
14. Motor vehicle, tort, or employee claim against the government	Call 612-336-3384 for specific guidance in this area.
15. Requesting and using a PCMS purchase card	Call 612-336-3384
Billing and Deposits	
16. Billing another federal agency	Call 612-336-3293
17. Billing the military (Department of Defense billing to someone other than a federal agency)	Call 612-336-3293
18. Miscellaneous billing to someone other than a federal agency	Call 612-336-3293
19. Depositing funds received for	Call 612-336-3384

Accounting

1. Tracking expenses (accounting codes)

If there are no unusual reporting needs for tracking spending for the emergency or new program, new codes can be established using existing procedures. You will most likely want to track spending under a new program line item (called Reporting Category in FFIS). Contact your Budget and Program Analysis Staff (BPAS) representative to get a new reporting category established. Once this is done, budget analysts at the regional level will need to send the request for the new accounting codes to FFIS Codes, a Lotus Notes database. Minneapolis will establish the codes and spending can begin immediately.

If you have unique requirements for tracking spending and you believe the standard accounting code will not meet your needs, please contact the Financial Systems and Reporting Branch at 301-734-8351 to discuss other possibilities.

Contact: 612-336-3246

2. Access to the Foundation Financial Information System (FFIS) and the Financial Data Warehouse (FDW)

Referring to the instructions attached to the form, new users must complete an AD 1143, Foundation Financial Information System (FFIS) and FFIS Data Warehouse User Registration/Change Request Form. The form can be found on the following website: <http://www.aphis.usda.gov/mrpbs/forms/ad/ad1143.pdf>,

If assistance is needed in completing the form or there are other questions, please send those requests to the MRPBS FMD SECURITY e-mail address and the security team will systematically respond to those. Fax the completed form to 443-583-0091. Processing may take anywhere from one to three weeks. Fill in all required information and fax to the

number above or there will be a delay in processing your request.

Upon submitting the form for processing, the user will receive a confirmation that the request has been received and instructions on completing interactive training lessons at the APHIS FFIS/FDW CBT website. Ideally, training should begin prior to receiving new security accounts.

Once security processing is complete, FMD Security will send a special security notification to the user with specific details on their new accounts and new passwords including instructions on logging into the system.

Contact: EMAIL: MRPBS FMD Security

3. BRIO financial reporting tool

APHIS uses three different versions of BRIO software, depending on the user's needs. Determine which product meets your needs (a description of each is given below), contact ATAC to determine the version of the software APHIS currently uses (as of February 2005, APHIS uses version 8), procure the software (suggested sources are listed below), and contact ATAC to install the software.

BRIO Query **Explorer** delivers query, analysis, and reporting capabilities for power users who need to directly access data sources.

BRIO Query **Insight** delivers analysis, and reporting functionality within a Web browser for Internet access to information in the Financial Data Warehouse. Insight users are usually analysts who occasionally need to make modifications to existing reports. The Financial Systems and Reporting Branch recommends that most users procure this product.

BRIO Query **Quickview** offers simplified report viewing and data refresh for users who need to view canned reports. Quickview is purchased by APHIS in groups of 100; therefore you do not need to procure it locally.

Suggested BRIO Procurement Sources

- ADTC contact Linda Knutson at (703) 256-0267 or (800) 807-6732
- BRIO Software contact Gary Bernat, Internet Sales Account Manager, Mid Atlantic & Federal Territory,
- BRIO Software at 408-496-7822 Phone, 408-496-7610 Fax, gbernat@brio.com,
- BRIO Software on the web at: www.brio.com,
- Government Micro Resources, Inc., 7403 Gateway Ct, Manassas, VA 20109, (703) 330-1199

Contact: Specialized Contracting Branch
301-734-4703

4. Accounting Adjustments

The purpose of an accounting adjustment (B2) is to move expenditures from an existing program code in the Foundation Financial Information System (FFIS) to another program code. This process is usually completed by the budget person associated with one of the programs involved. It must be coordinated between the two.

There are many elements to take into consideration when determining if an accounting adjustment is necessary. The B2 Policy located on the Quick Tips website, <http://www.aphis.usda.gov/mrpbs/ffis/> defines all the parameters that must be reviewed before completing the adjustment. Most importantly, the transaction must be closed in FFIS and the original document cannot have been processed through the payroll, (Personal Property) PROP, or (Purchase Card Management System) PCMS feeder systems. Exceptions can be made for transactions from the payroll system. Please review the B2 Policy completely before making any adjustments.

Contact: FMD, BEST, 301-734-8351

5. Training employees on how to track spending

Computer based training (CBT) is the preferred source of training. You may find the CBT at <http://www.aphis.usda.gov/mrpbs/ffis/cbt/>. The FFIS 101, Reports, and Spending lessons are an excellent aid to your understanding of how to track spending.

Live training is scheduled at least twice a year for those needing it.

Contact: Accounting Team, 612-336-3247

Agreements

6. Agreements and other types of outside agency funding instruments (MOU, Grant, etc.)

The Agreements Services Center is responsible for agreements execution and administration including review and/or development, policy development, interpretation and guidance and other related support activities. The type of instrument to be executed depends on many factors.

- An **interagency agreement** should be used if APHIS is cooperating with another Federal Agency in a project involving a transfer of funds.
- A **contract** should be entered into if APHIS is procuring goods or services (except from another Federal agency) primarily for APHIS' benefit or use or if APHIS is acquiring an intermediary service to provide goods or services to a third party. If this is the case, contact your Management Support Staff and the MRPBS Administrative Services Division Procurement Branch to proceed. APHIS' Acquisition regulations contain more information.

- A **cooperative agreement** should be entered into if APHIS provides services to a cooperator (except for another Federal agency) in return for payment or if APHIS supports a non-federal cooperator with funds or transfers something of value and has significant involvement in the project being funded.
- A **cooperative arrangement** should be used if APHIS is delegating authority to a state authority.
- A **memorandum of understanding** should be used if APHIS participates in a project where no funds or things of value are transferred, yet the parties are cooperating on a common project.
- A **cooperative service agreement** should be used if APHIS provides services to a cooperator (except for another Federal agency) in return for payment.
- A **grant** should be used if APHIS is supporting a non-federal cooperator with funds or transfers something of value but APHIS has no significant involvement in the project being funded.

Contact: Agreements Services Center, 301-734-8792 or contact your Regional Program Manager or Agreement Specialist

Travel

7. Travel Policy and Procedures

The Travel Services Center develops Agency policies and instructions on travel and relocations to ensure compliance with the Federal Travel Regulations. This includes written and oral travel advice, technical guidance, and instructions on travel-related issues. Travel policies for emergencies are not different than regular travel, except emergency travel is usually expedited through the process. The following bulleted information provides the basic information you

need to travel on APHIS business; however, if you have any questions, please call your program's travel representative or an APHIS Travel Coordinator in the APHIS Travel Services Center.

There are three sets of regulations that govern Federal travel, including Federal travel for an emergency: Federal Travel Regulations, Departmental Regulations, and Marketing and Regulatory Program Regulations. Official travel must be accomplished in a manner to perform the business of Government and to minimize the cost of travel.

- **Travel authorization:** Your supervisor must approve all travel (except for local travel) to be performed on behalf of APHIS and/or paid with APHIS funds on a Travel Authorization, AD-202, prior to the start of travel. In emergency situations, considered to be less than two work days notice, the AD-202 should be hand-carried for approval, if practical. It is the employee's responsibility to make sure this form is approved prior to departing on official travel.
- **Travel card:** You may use the Government travel card only for official travel expenses related to transportation, lodging and other authorized travel costs. Your travel card may not be used for personal purchases. You must pay your travel card bill by the due date and retain copies for your records.
- **Travel Arrangements:** Make travel reservations through the APHIS Travel Contractor, (Electronic Data Systems') EDS as of January 1, 2005. Either follow the self-service process at www.fedtraveler.com (cost = \$11.00 as of January, 2005) or use the full-service process by calling (866) 876-8020 (cost = \$27.09 as of January, 2005.)

- **Making a Travel Claim:** Upon completion of travel, gather airline, lodging, car rental receipts, etc., and complete a Travel Voucher, AD-616. Miscellaneous expenses that are ordinary and necessary to accomplish the official business purpose are reimbursable. Vouchers must include an explanation of why an expense was incurred, and all miscellaneous expenses greater than or equal to \$75 must be supported by a receipt. This travel voucher should be presented to your supervisor for approval within five days of your return. If you are on continuous travel, you must submit a travel voucher every 30 days. Retain a copy of your travel records and receipts for audit purposes.

Contact: Travel Services Center, 301-734-8888

Reimbursements and Payments

8. SF 1164 Claim for Reimbursement for Expenditures on Official Business

The Payments Team provides regulations and processes APHIS miscellaneous payments not processed through NFC. Mail the completed SF 1164 form and associated paperwork to: APHIS, MRPBS, FMD, Payments Team, 100 North 6th St, 510C, Minneapolis, MN 55403.

Contact: 612-336-3237

9. Payments for Training Classes

The Request, Authorization, Agreement and Certification of Training for SF 182 form is used for this process. It can be paid by PCMS card (by calling the vendor and using the PCMS card) or by mailing the form to the Payments Team.

The Payments Team provides regulations and processes APHIS miscellaneous payments not processed through NFC. If not paying using the PCMS card, mail the SF 182 form and associated paperwork to: APHIS, MRPBS, FMD, Payments Team, 100 North 6th St, 510C, Minneapolis, MN 55403.

Contact: 612-336-3237

10. Federal Express Bills

The PCMS purchase card can be used to set up automatic payments with Federal Express. Federal Express will automatically charge each shipment to your credit card account. The charge will appear on the Transactions screen in PCMS with the merchant name "FEDX and the shipment date" and the tracking numbers (Air Bill Number) will appear in the Merchant City. To track the shipment or verify the charge, you may visit the Federal Express website at <http://www.fedex.com>. If you wish to use this method to pay for federal express charges, please contact Fed Ex at 1-800-645-9424 to request this change.

11. One-time payments of non-sensitive items under \$2,500 (when vendor does not take the PCMS card)

The Payments Team provides regulations and processes APHIS miscellaneous payments not processed through NFC. Mail the invoice and associated paperwork to: APHIS, MRPBS, FMD, Payments Team, 100 North 6th St, 510C, Minneapolis, MN 55403.

When submitting the invoice, you must include the following:

- Appropriate Program Code.
- Invoices or forms must be approved and signed by the approving official, printed name, date and the words “I certify the bill is correct”.
- Receipts or supporting documentation.
- Tax Identification Number (Employer Identification Number or Social Security Number) of the Vendor.

Contact: 612-336-3237

12. Emergency wire transfer payment (when PCMS card does not work in the situation)

Emergency and “one-shot” payments that must be paid within one business day are processed by the Payments Team using the Electronic Certification System (ECS). Merchants/vendors will receive their payments the same day (if paperwork received by 1:00 PM Central Time). Manual checks can also be issued out of this system and sent by Federal Express. In order to process the wire transfer the following is needed:

- Receiving Bank Name, City and State.
- ABA Number (receiving bank routing number (9 digits)).
- Account Number (bank account number).
- Name on the Bank Account.
- Dollar amount
- Program code.
- Invoices and Supporting Documentation

Contact: 612-336-3247 or 612-336-3237.

13. Telephone and utility bills

When local service is established, the local carrier assigns a site billing telephone number (BTN). You must go online to the NFC’s Telephone and Utilities Maintenance System (TUMS), which replaced the AD-474 Form. The website is <http://www.nfc.usda.gov> . Click on the TUMS system to

establish the BTN and the accounting code. If you wish to view your accounts on line to check your phone charges, you may also ask for access to the TELE feeder system. If you do not want access to the TUMS system, you may send the phone bill along with the accounting code and the T&A contact point to the ITD Telecommunications Team in Minneapolis. They will set it up for you and then forward the bill to NFC for processing.

When the vendor bills NFC monthly for the telephone charges, the system distributes the charges according to the Billing Telephone Number and related accounting codes. The charge appears by accounting codes on the monthly FFIS/BRIO Financial Data Warehouse Detail Transaction Report (Accounting Report) with the payment system acronym “TELE-ACCOUNT”. You may choose to have the bills mailed to your office so that you can review them and then send them on to NFC for payment. Be aware that this may delay payment of the bills, if you are not able to do a timely review prior to sending them to NFC.

If you choose to mail invoices directly to NFC, you may mail them to USDA National Finance Center, Attn: Misc. Payments Section, PO Box 60000, New Orleans, LA 70160.

Contact: 612-336-3387 or 612-336-3385.

14. Motor vehicle, tort, or employee claim against the government

The Claims Team provides guidance for the administration, management, and processing of tort and employee claims by guaranteeing employees and claimants recourse for losses suffered.

Contact: 612-336-3384

15. Requesting and using a PCMS purchase card

Your purchase card coordinator can help you in both situations.

Contact: 612-336-3384

Billing and Deposits

16. Billing another federal agency

The Intra-governmental Payment and Collection System (IPAC) is an electronic funds transfer method used by Federal Government agencies to collect payments between agencies for goods and services. In addition see the next issue for Department of Defense specific information.

To bill through IPAC, use the AD Form 673, Request to Bill. Complete instructions for completion and distribution of the form can be found at <http://www.aphis.usda.gov/mrpbs/ffis/aphis.html>

Mail the invoice and associated paperwork to: APHIS, MRPBS, FMD, Billings and Collections Team, 100 North 6th St, 510C, Minneapolis, MN 55403.

Contact: 612-336-3293

17. Billing the military (Department of Defense)

We can bill a DOD agency through IPAC only if you have a Trading Partnership Agreement (TPA). When the bill is issued, the TPA must be in place and referenced on the bill. When negotiating the agreement with a DOD agency, ask the DOD contact to initiate a TPA. If you do not have a TPA in place, you must bill the DOD agency with an SF 1080. The SF 1080 and instructions for its completion and distribution can be found at <http://www.aphis.usda.gov/mrpbs/ffis/aphis.html>

Mail the invoice and associated paperwork to: APHIS, MRPBS, FMD, Billings and Collections Team, 100 North 6th St, 510C, Minneapolis, MN 55403.

Contact: 612-336-3293

18. Miscellaneous billing to someone other than a federal agency

You would request that a miscellaneous bill be issued. These bills arise from several sources, the most common being motor vehicle accidents, interagency agreements, and overpayments on agreements resulting from audit findings.

Use the APHIS Form 90 for requesting a miscellaneous bill. This form and the instructions for completing it can be found at: <http://www.aphis.usda.gov/mrpbs/ffis/aphis.html>

Mail the invoice and associated paperwork to: APHIS, MRPBS, FMD, Billings and Collections Team, 100 North 6th St, 510C, Minneapolis, MN 55403.

Contact: 612-336-3293

19. Depositing funds received for the government

The Collections Team can provide guidance for any type of funds received.

Contact: 612-336-3384

Investigative and Enforcement Services

Investigative and Enforcement Services (IES) has professionally trained field investigators stationed throughout the United States. They conduct investigations, support regulatory program action, and coordinate investigative and enforcement efforts within APHIS and with other Federal, State and international agencies. IES supports the APHIS programs in helping the regulated individuals and industries achieve compliance with APHIS regulations.

In emergencies, IES is committed to respond in a timely manner with the appropriate resources to support the APHIS program action. Depending on the level and severity of the incident or emergency, IES is prepared to deploy “Quick Response Teams” (QRT), staff a Regulatory Enforcement Branch (REB) in the Incident Command Center, or use a combination of both. The QRT or REB may be used for investigating violations, tracing organisms and hosts, seizing prohibited material, enforcing quarantines and performing other high profile investigative, regulatory or enforcement activities where timely and professional response is critical. In these emergencies, IES personnel have been delegated the required authority to perform these critical functions, so please contact the appropriate IES office to request support.

The following information addresses some of the main investigative and enforcement issues that managers may need to address in setting up or managing a program or managing an emergency incident.

Issue	IES Contact
1. Tracing the movement of animals, plants, or agricultural products	Eastern Region John Kinsella, Regional Director USDA/APHIS/IES 920 Main Campus Drive Suite 200 Raleigh, NC 27606 Phone: (919) 855-7080 Fax: (919) 855 7090
2. Enforcing a quarantine	
3. Violations of Federal/ State laws or regulations	Western Region Timothy Fordahl, Regional Director USDA/APHIS/IES 2150 Centre Avenue Bldg. B 3W10 Fort Collins, CO 80526 Phone: (970) 494-7485 Fax: (970) 494-7487
4. Guidance on regulatory Inspections or other actions	
5. Select agents regulated under the Agricultural Bioterrorism Act of 2002	Headquarters Director USDA/APHIS/IES 4700 River Road Unit 85 Riverdale, MD 20737 Phone: (301) 734-8684 Fax: (301) 734-4328
6. Coordination with saw enforcement agencies	

1. Tracing the movement of animals, plants, or agricultural products

IES has expertise in tracing international, interstate and intrastate movements of animals, plants and agriculture products. During an incident or program emergency, IES investigators work as a team with program officials (agriculturalists, biotechnologists, biologists and veterinarians) to trace diseased or prohibited animals, plants or products back to origin or forward through distribution channels. The investigators complement the program officials' technical expertise with skill in documenting the movements, taking sworn statements and understanding of the marketing channels.

In addition to the investigative workforce that provides trace back/trace forward activities on regulated articles, the IES Intelligence Analysis Unit can manage the data collected during the tracing using state-of-the-art information tools and maps. The IES Enforcement Staff is available to provide regulatory interpretations through the Office of the General Counsel regarding enforcement issues that may arise during the incident or emergency.

Contact: IES Headquarters or Regional Office

Eastern Region: (919) 855-7080

Western Region: (970) 494-7485

Riverdale Headquarters: (301) 734-8684

2. Enforcing a quarantine

IES is responsible for investigating alleged violations of Federal Quarantines imposed under the authority of the laws administered by APHIS. Program officials should contact IES when quarantines are imposed to work out strategies for enforcing the quarantine and when they suspect violations of the quarantine.

Prior to, or in the absence of an Incident Command Structure (ICS) being established, IES will respond (within 24 hours of notification) to high priority requests from APHIS' regulatory programs using a Quick Response Team (QRT). The QRT may be used for enforcing quarantines (monitoring boundaries, conducting surveillance regarding suspicions of quarantine violations, etc.). The QRT may also tap into IES resources such as the Intelligence Analysis Unit, Enforcement Staff, or other IES regional or field resources as needed.

Once the ICS has been established, IES will establish the Regulatory Enforcement Branch (REB) of the ICS. The REB will coordinate investigative and enforcement activities within the ICS. The REB may be involved in quarantine enforcement activities and at that time will coordinate activities with local/state Emergency Management organizations (including law enforcement) with respect to quarantine enforcement and surveillance. This includes obtaining authority/commissioning from state plant or animal health authorities to assist in the enforcement of state quarantine laws.

Contact: IES Headquarters or Regional Office

Eastern Region: (919) 855-7080

Western Region: (970) 494-7485

Riverdale Headquarters: (301) 734-8684

3. Investigating possible violations of Federal/ State laws or regulations

IES is responsible for investigating alleged violations of the program laws and regulations administered by APHIS and coordinating enforcement with the Office of the General Counsel. In any incident or emergency where the potential exists for violations, the program official should notify IES and request assistance as appropriate.

Even in situations where violations are not readily apparent and those involved appear to be cooperating, IES can be a valuable asset when brought in early in the incident, even if only in a standby mode. IES is prepared to respond within 24 hours to support APHIS programs in emergencies.

Contact: IES Headquarters or Regional Office
Eastern Region: (919) 855-7080
Western Region: (970) 494-7485
Riverdale Headquarters: (301) 734-8684

4. Guidance and support on regulatory inspections or other actions

IES provides a wide range of regulatory support to APHIS programs during incidents or emergencies. This includes having an investigator accompanying program officers on inspections in situations where the regulated party is less than cooperative or where we anticipate finding potential violations or serving legal documents such as subpoenas, seizure orders, destruction orders, inspection orders and penalty notices.

When an ICS has been established, the IES Deputy Director will designate an Enforcement Specialist, located in Riverdale, Maryland to serve as the IES Liaison to the EMOC (Emergency Management Operation Center). The Enforcement Specialist will determine applicable regulations, statutory authorities, and possible penalties for violation. They will consult with the Office of the General Counsel and prepare verbal or written responses of regulatory interpretation.

Contact: IES Headquarters or Regional Office
Eastern Region: (919) 855-7080
Western Region: (970) 494-7485
Riverdale Headquarters: (301) 734-8684

5. Select agents regulated under the Agricultural Bioterrorism Act of 2002

Select Agents are biological agents or toxins that have been determined to have the potential to pose a severe threat to animal health, plant health or agriculture products. IES is responsible for the investigating violations of the regulations regarding select agent activity (possession, use, and transfer). IES is also responsible for immediately notifying the USDA Office of Inspector General and the Federal Bureau of Investigation in cases involving select agents. The OIG and the FBI will respond in the event of an intentional introduction (bioterrorism) or criminal violation.

Contact: IES Headquarters: (301) 734-8684

6. Coordination with law enforcement agencies

IES coordinates with Federal, State, local and international law enforcement and regulatory organizations to support incidents or emergencies. IES will obtain law enforcement support for inspections, investigations, surveillance, quarantine enforcement and serving warrants and subpoenas.

Once an ICS is established and activated and the program acknowledges the need for regulatory enforcement support, IES will establish the REB. The lead IES representative (designated as the Director) will head up the REB and be available to serve as the ICS Law Enforcement Liaison. This person will be responsible for working directly with local or state officials, the ICS, local Emergency Management Organizations, law enforcement, etc.

In the event of a Declaration of a Federal Emergency, it is the responsibility of the REB Director and Law Enforcement Liaison to gain access to additional assistance of other federal law enforcement personnel as necessary.

Contact: IES Headquarters or Regional Office

Eastern Region: (919) 855-7080

Western Region: (970) 494-7485

Riverdale Headquarters: (301) 734-8684

Equal Opportunity and Civil Rights

Civil Rights Enforcement and Compliance (CREC) provides leadership, direction, coordination, evaluation, and support to the civil rights efforts of the Animal and Plant Health Inspection Service; implements and monitors APHIS' progress in achieving established policies and objectives; and integrates civil rights into the APHIS management, evaluation and information systems and processes relative to nondiscrimination in employment and program delivery.

The following three equal opportunity and civil rights components should be included by management when setting up and managing a program or emergency incident.

1. Equal Employment Opportunity Complaint Filing Information

Ensure that the APHIS EEO complaint contact person is posted at all workplace locations.

2. USDA "And Justice for All" Nondiscrimination Poster

Ensure that the USDA poster "And Justice for All" is posted in all workplaces and locations utilized by the program or activity and visited by the public, companies, or organizations.

3. Guidance for Receipt of Program Complaints of Discrimination

Ensure that all employees are aware of the process to follow when a person (non-employee), company or organization allege that they have been discriminated against in a program or activity conducted or assisted by APHIS.

Contact: APHIS Civil Rights Enforcement and Compliance
(202)720-6312